University of Toronto
University Extension

Session 1963-64

NOMA

CERTIFICATE COURSE IN OFFICE ADMINISTRATION

In co-operation with the Toronto Chapter of the National Office Management Association

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1963–64

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Instructors

Evening Course in Business

M. J. Armstrong, B.A.Sc., M.Sc.

W. Barbour, B.Com., M.B.A.

T. Gilbert, B.Com., C.A.

M. Hare, B.Com., C.A.

A. M. Heisey, B.A.Sc., M.B.A.

D. W. Hillhouse, B.A., M.Com.

R. L. Knight, B.A.

A. Kruger, B.A., Ph.D.

W. J. Patterson, B.A.

W. J. Ramey, M.B.A.

Mrs. V. Sawyer, A.B., M.B.A.

C. J. Slattery, M.C.m.

M. H. Watkins, B.Com.

Office Management

R. N. Beattie, M.A.

J. Wainwright, M.A.

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NOMA Certificate Course in Office Administration

The expansion of Canada's economy has resulted in a greater demand than ever before for qualified office personnel. To meet this demand, properly qualified supervisors will be required in the modern Canadian office. The National Office Management Association has particular interest in this development.

Recognizing the value of qualified personnel to act in a supervisory capacity the National Office Management Association, in cooperation with the Division of University Extension, University of Toronto, has arranged for an evening course in Office Administration.

The Office Administration Course complements the three-year Evening Course in Business leading to a University certificate. Students who take the four-year Office Administration Course will be entitled to the Evening Course in Business Certificate of the University of Toronto, after the completion of the third year. Those who then complete the fourth year Office Management subjects will receive a NOMA Certificate, and will be entitled to apply for membership in Associated Office Administrators of Ontario. Applicants will be asked to include evidence of appropriate experience in the practice of office management. Admission to membership of this Association entitles the graduates of the four-year course to use the designation C.O.A. (Certified Office Administrator).

Office Management may be defined as the act of direct supervision applying to all facets of office administration. Office Management, as a function, is concerned with the efficient performance of office work.

The Office Manager must, therefore, have a wide knowledge of business, covering Methods and Procedures, Personnel Administration, Accounting and Statistics, Production and Marketing, Organization and Economics. He should also have a general familiarity with all clerical work.

The NOMA Certificate Course in Office Administration is a combination of Business Principles and Applications. It provides instruction in the fundamentals of modern business and is designed for mature men and women in Business, Industry, and the Civil Service who wish to prepare themselves for the position of Office Administrator.

Content

The course consists of eight subjects, six of which are required for the Evening Course in Business Certificate offered by the University of Toronto, and two designed to give comprehensive coverage of matters relating to Office Management. The six subjects of the Evening Course in Business are prerequisites for the fourth year Office Management subjects. These subjects include: Office Management Part I which pertains to the management of people, and Office Management Part II which pertains to the management of records.

Instruction will begin September 23, 1963, and will be given in two-hour sessions, two evenings per week (Monday and Thursday) for a total of twenty-five weeks.

Admission Requirements

The minimum requirements for admission are Ontario Grade XIII (or equivalent) showing standing in at least NINE papers which must include *English*. Students over twenty-five years of age who lack standing in Grade XIII, and who have had suitable business experience may be admitted to the First Year conditionally, and will be allowed to continue on successful completion of the First Year. These students must submit a birth certificate at the time of application.

All applicants are required to submit evidence acceptable to the University of Toronto of facility in English. The following evidence is acceptable:

(a) Standing in accordance with the General Admission Requirements, in English in the Ontario Grade XIII Certificate, or other certificates recognized by the University of Toronto as equivalent.

(b) The Certificate of Proficiency in English issued by the Universities of Cambridge and Michigan, or satisfactory achievement in the University of Michigan English Language Test. The test may be taken in Toronto through a local agent of the Michigan English Language Institute. The fee for the test is $10.00 (Details of the foregoing may be secured from the Secretary, Division of Extension, University of Toronto.) The University is prepared to consider other evidence that may be submitted.

Conditions for Academic Standing

To receive credit in a subject of the Certificate Course in Office Administration, a candidate must obtain at an annual examination an aggregate of 50% of the term and examination marks. To receive honour standing in the Course, a candidate must obtain an average of 75% of the examination and term marks in all eight subjects.

Conditions for Credit

A student applying for credit in the First Year shall submit a transcript of his record for evaluation. A student who holds a University degree and is granted credit in one subject, is required to undertake only five subjects to earn the Evening Course in Business Certificate. Under no circumstances will credit be given for a passed subject in a failed year, in a previous University course.

Obligatory Subjects

A candidate who fails to obtain standing in an examination may, at the opening of the session, either make application to re-write the examination on payment of the $5.00 examination fee, or pay the full tuition fee and re-enrol in the subject. Failure to obtain standing twice in an obligatory subject, necessitates withdrawal from the course.

Optional Subjects

A candidate who fails to obtain standing in an optional subject may at the opening of the session, either make application to re-

write the examination on payment of the $5.00 examination fee, or pay the full tuition fee and enrol either in

(a) the same option

or

(b) select a new option.

A candidate who fails to obtain standing twice in his original option, may transfer to a new option, but failure to obtain standing in the new option at the first time of writing, necessitates withdrawal from the course.

A candidate who fails to obtain standing at the first time of writing an option and who then selects a new option and fails to obtain standing, will be permitted to re-write the new option only once, and if unsuccessful must withdraw from the course.

In other words, a candidate may attempt the examination in any one subject only twice, and if unsuccessful must withdraw from the course.

A candidate who fails to obtain standing in four examinations throughout the course will be obliged to withdraw.

Special examinations will be provided for a maximum of two years following the withdrawal of any subject from the course. Unless an unsuccessful candidate applies to write within this period, he must enrol in another subject.

Registration

Students applying for admission to the 1st, 2nd and 3rd years of the course should request the suitable application form by telephoning 928–2393, 928–2394, 928–2395 or 928–2396, and should submit application forms to:

The Secretary,
Evening Course in Business,
Room 207,
84 Queen's Park.

Students applying for admission to the 4th year, Office Management Subjects, must be a graduate of the Evening Course in Business of the University of Toronto, or have a B.Com. degree. These students should submit application forms to:

Business and Industry Section,
Room 203,
84 Queen's Park.

Registration may be made in person at 84 Queen's Park, Room 201 from 9:00 a.m. to 5:00 p.m. daily except Saturdays.

Early registration and counselling will be held on Monday, September 16 and Wednesday, September 18 from 7:30 to 9:00 p.m. at 84 Queen's Park.

Examinations

Final examinations in both the Evening Course in Business and the NOMA subjects will be written during the month of April.

Candidates who do not present themselves for these examinations must make application in the Fall for the following Spring examinations.

All examinations will be under the direct supervision of the Division of Extension, University of Toronto.

A candidate who fails to obtain standing in an examination may, at the opening of the session, either make application to re-write the examination on payment of the $5.00 examination fee, or pay the full tuition fee and re-enrol in the subject. Failure to obtain standing twice in any subject necessitates withdrawal from the course.

A NOMA candidate who fails to obtain standing in five examinations throughout the course, i.e. four subjects of the Evening Course in Business and one subject in Office Management, will be obliged to withdraw.

Special examinations will be provided for a maximum of two years following the withdrawal of any subject from the course.

Fees

Tuition (each subject) $60.00

Refunds and Withdrawals

A student is held responsible for all courses in which he registers unless he officially withdraws. Merely ceasing to attend class does not constitute official withdrawal. Refunds will be made only if they are requested *before* the second lecture. They should be accompanied by a letter giving reason for withdrawal and Admit-To-Lecture Card. A charge of $10.00 is made for a refund of fees.

Division of Classes

When the same subject is offered on two different evenings, the student may indicate his preference on his application form. Should it be necessary, the Division of Extension will make an arbitrary division of classes.

Subjects of Instruction

First Year

Obligatory Subjects

—Accounting
—Economics

Second Year

Obligatory Subject

—Human Factors of Administration

One subject chosen from the list of Optional Subjects

Third Year

Obligatory Subject

—Business Organization

One subject chosen from the list of Optional Subjects

Fourth Year

Obligatory Subjects

—Office Management Part I
—Office Management Part II

Optional Subjects

Business Finance
Production
Elementary Statistics
Marketing (only available to students in their graduating year).

N.B. Students working through to complete the 4th year and obtain the National Office Management Certificate, are advised to select BUSINESS FINANCE and ELEMENTARY STATISTICS as optional subjects.

DESCRIPTION OF COURSES

ECONOMICS: The study of economics as a social science including basic principles of production, consumption, specialization and exchange; price theory and policy; monetary theory; commercial and central banking; principles of public finance; international trade; foreign exchange; and current problems of income, employment and credit.

Classes will be offered as follows:
Economics A—Mondays
Economics B—Tuesdays
Economics C—Wednesdays

Instructors: M. H. Watkins, B.Com.
M. Hare, B.Com., C.A.
A. Kruger, B.A., Ph.D.

Texts: Samuelson, P. A.: *Economics*, 5th Edition
Watkins, M. H. and Forster, D. F.: *Economics Canada* (McGraw-Hill)—paperback edition

*ACCOUNTING: The use of Accounting data and techniques in business finance and management. Principles of financial accounting, including accounting concepts, conventions and methods of measurement. Management accounting for control, including financial and cost analysis. Management accounting for planning, including budgeting and analysis for decision making.

Classes will be offered on Monday and Tuesday evenings:
Accounting A—Mondays, 7 p.m.
Accounting B—Mondays, 7:30 p.m.
Accounting C—Tuesdays, 7 p.m.

Instructors: W. J. Ramey, M.B.A.
T. Gilbert, B.Com., C.A.

Text: Easton and Newton: *Accounting and the Analysis of Financial Data* (McGraw-Hill)

HUMAN FACTORS OF ADMINISTRATION: A course designed to assist the student in gaining appreciation of the human factors involved in the management of business and industrial organizations.

Course content will include various aspects of human behaviour in an industrial society; business and industry as a social system, the significance of feelings, attitudes and values in the work setting; motivation, communications, morale, etc.

Tuesdays and Wednesdays

Instructors: R. L. Knight, B.A.
W. J. Patterson, B.A.

Text: Davis, Keith: *Human Relations at Work* (McGraw-Hill—1962 Edition)

*Students who have had extensive accounting experience may sit a qualifying examination in September, and, if successful, will be exempt from Accounting but will be obliged to undertake six subjects in order to qualify for the Certificate.

BUSINESS ORGANIZATION: A consideration of the problems and practices of the business manager and government administrator. An examination is made of the various aspects of policy determination, organizing, direction and control. The inter-relationship of the specialized functions of production, finance, marketing and personnel management is examined using the case method extensively.

FRIDAYS

Instructors: A. M. HEISEY, B.A.Sc., M.B.A.
D. W. HILLHOUSE, B.A., M.COM.

Text: Newman: *Business Policy and Management* (Southwest)

BUSINESS FINANCE: The finance function in business management, raising and using funds in such a way as to maximize rate of return on investment. The allocation of funds among competing uses. Internal financing and funds flows. External financing and the financial environment.

THURSDAYS

Instructor: W. BARBOUR, B.COM., M.B.A.

Texts Lindsay and Sametz: *Financial Management—an Analytical Approach* (Richard D. Irwin)

MARKETING: Marketing ranks with Production as one of the two basic functions of modern industry. This course is designed to develop an appreciation of all those business activities involved in moving goods from the producer to the ultimate consumer and covers marketing research, product planning, advertising, sales and pricing. The course will include discussions of actual marketing cases.

MONDAYS AND TUESDAYS

Instructor: C. J. SLATTERY, M.COM.

Texts: Terry, G. R.: *Marketing: Selected Case Problems* (Prentice-Hall)
Tousley, Clark and Clark: *Principles of Marketing, 1962* (Collier-MacMillan, Canada, Ltd.)

PRODUCTION: An introduction to a systematic study of the organization and management of the industrial firm, centering on the various techniques used in analysing, measuring, and improving the effectiveness of the men, machines, and materials involved.

The content of the course will include: organization, product development, plant location and layout, work measurement, work simplification, planning and control, and operations research.

MONDAYS

Instructor: M. J. ARMSTRONG, B.A.Sc., M.Sc.

Text: Mayer: *Production Management* (McGraw-Hill 1962)

ELEMENTARY STATISTICS: This course is concerned with the use of quantitative data in making business decisions under conditions of uncertainty. Elementary statistical techniques and principles of probability and statistical inference are applied to business problems. Lectures deal with the presentation of statistical data (including correlation, index numbers, and time series) and the making of inferences from sample data. A knowledge of Algebra and the ability to read simple mathematical tables are essential.

MONDAYS

Instructor: MRS. VIRGINIA SAWYER, A.B., M.B.A.

Text: Neter, J. and Wasserman, W.: *Fundamental Statistics for Business and Economics.* (Second Edition) Allyn and Bacon Inc., Boston, 1961

OFFICE MANAGEMENT—PART I: Office Management Part I deals with administration as it affects people—it includes the Function of Management, the Process of Supervision, Employee Selection, Training and Development, Salary Administration and Employee Service and Benefit programmes.

THURSDAYS

Instructor: J. A. WAINWRIGHT, M.A.

Text: Strauss and Sayles: *Personnel—Human Problems in Management* (Prentice-Hall)

OFFICE MANAGEMENT—PART II: Office Management Part II deals with the paper aspect of administration, and covers Physical Resources, Control of Office Costs, Work Simplification, Office Mechanization and Records Management.

MONDAYS

Instructor: R. N. BEATTIE, M.A.

History of Associated Office Administrators of Ontario

In 1957, some members of Toronto Chapter, National Office Management Association (NOMA), feeling that some form of professionalization of office administration was necessary, made a detailed study of the desirability of establishing a certificate course in co-operation with the University of Toronto. A great deal of research and consultation was necessary, and in December 1960 the committee set up by the Board of Directors of Toronto Chapter of NOMA made a final report and recommendations to the Board. As a result, Toronto Chapter of NOMA established a permanent Certificate Course Committee, responsible for the formulation of a four-year course of study at the University of Toronto.

Because NOMA, being an international organization, cannot issue degrees or diplomas, a new association called "Associated Office Administrators of Ontario" was incorporated in January 1962 under the Ontario Companies Act. This is the Association to which graduates of four-year certificate courses at Ontario universities will be admitted on proof of such graduation together with evidence of appropriate experience in the field of office administration. Membership in the Association entitles graduates to use the designation C.O.A.—Certified Office Administrator. The formation of the new Association under these conditions enhances the professionalization of office management in that it restricts its permanent members to those who have qualified by examination.

The long-term objective is to include as many Ontario chapters of NOMA as possible. At present Hamilton and Kitchener-Waterloo are participants with similar courses established at McMaster University and Waterloo Lutheran University. The long-range view is to see uniform courses leading to the C.O.A. designation established in all of the provinces (three classes have already graduated in Vancouver) so that on a national basis C.O.A. becomes a recognized professional standing in the field of office administration.

SERVICES OF THE
DIVISION OF UNIVERSITY EXTENSION

In addition to the Evening Course in Business and the NOMA Certificate Course, the Division of University Extension offers many other courses and services.

(1) GENERAL COURSE (Extension), leading to the Bachelor of Arts degree.

(2) BUSINESS AND INDUSTRY COURSES are designed to meet the educational needs of executive or supervisory personnel. In general, these courses are non-credit and there are no academic requirements for enrolment.

In many cases the enrolment is limited.

Optional examinations are offered in some subjects. No certificates are awarded.

(3) EVENING TUTORIAL CLASSES are available for adults in the Metropolitan area of Toronto and the surrounding districts. The programme includes a wide range of subjects in the liberal arts for those who are not seeking credit. Special courses are also offered to meet the needs of professional and semi-professional groups.

(4) CORRESPONDENCE COURSES are conducted for the Association of Administrative Assistants, Association of Professional Engineers, The Canadian Association of Purchasing Agents, The Canadian Credit Institute, the Canadian Institute of Realtors, Canadian Institute of Traffic and Transportation, The Chartered Institute of Secretaries, The Institute of Export.

For information on all courses telephone 928–2393, 928–2394, 928–2395 or 928–2396.

PARKING—The evening rate for parking lots on the West Campus (West of St. George Street) is 25 cents. In the lot immediately west of the School of Nursing, the fee is further reduced to 10 cents per evening for students enrolled in the Evening Course in Business who can present an Admit-to-Lecture card.

Elsewhere on the Main Campus and the Museum parking lot, the fee is 50 cents.